

Welfare Advice and Health Partnerships 'Test and Learn' Programme: What We Have Learned So Far

Welfare Advice and Health Partnerships (WAHPs) provide access to welfare rights and money advice services in GP Practices. This involves a Welfare Rights Advisor, providing regulated and accredited advice services, becoming a member of the Practice Team with consensual access to medical records.

The Improvement Service was asked to evaluate the effectiveness of this 'test and learn' model of service delivery.

The evaluation found that:

89%

of individuals accessing advice in their GP surgery had not previously sought advice



Over **16,000** individuals used the service and made financial gains of

£23m



23%

of the total financial gain was as a result of awards of Adult Disability Payment



38%

sought advice because they were unable to work for health reasons



Almost 50%

of individuals had a disability or long term health condition



22%

needed help with council tax debt

Over **50%** of individuals had a household income of **less than £20,000**



had **27%** a household income of **less than £10,000**

98%

of staff in participating GP Practices thought that the approach offered multiple benefits to both staff and patients



75%

sought advice in their GP Practice because it was suggested by practice staff



Individuals reported **improved mental health** wellbeing and **reduced**

stress as a result of getting advice in their GP Practice

